Aman Singh

Network Security Engineer

Mob No.8585084212 Email Id: [amansinghpgec@gmail.com](mailto:amansinghpgec@gmail.com) LinkedIn: [Aman\_Singh](https://www.linkedin.com/in/aman-singh-35258a227)

# PROFILE:

# Results-oriented Network and Cyber Security Engineer with 3 years of hands-on experience in managing and optimizing network infrastructure, specializing in Zscaler cloud security, Palo Alto firewalls, and routing/switching technologies. Skilled in proactive addition and maintenance of client public IPs on Zscaler Admin Portal, maintaining URL filtering rules, and configuring authentication protocols like Okta (SAML 2.0). Proficient in troubleshooting network issues and collaborating with cross-functional teams to drive solutions. Possess strong analytical skills and a passion for staying updated with the latest cyber threats and industry trends. Ready to leverage expertise to contribute effectively to dynamic IT environments.

# TECHNICAL SKILLS:

* Routing Protocols: OSPF, BGP
* Switching Technologies: VLANs, STP
* Zscaler Internet Access
* Zscaler private Access
* Cisco Wireless Controller
* Palo Alto Firewall
* DHCP Server
* ISE Server

**Certifications and Training:**

* Certified: Zscaler ZIA Certified Administrator (ZCCA-IA)
* Certified: Zscaler ZPA Certified Administrator (ZCCA-PA)
* Certified: Zscaler Zero Trust Certified Associate(ZZT-CA)
* Certified: Microsoft Azure Fundamental (AZ900)
* Certified: Microsoft Azure Administrator (AZ104)

# WORK HISTORY:

Company: Accenture India Pvt Ltd. Designation: Network Ops and Service Senior Analyst.

Duration: June 2021- September 2024

Tools: Palo Alto Firewall, Zscaler, Infoblox, NNMI,HPNA,Vmanage, DHCP, CISCO Wireless Controller, ISE Server.

Clients Worked with: ZF/RVNA(Current), ABB/Accelleron, SAP Cloud Network Delivery

**Responsibilities:**

### Palo Alto Scope:

* + Configuration and troubleshooting of critical topics such as SSL decryption, IPSEC VPN.
  + Co-ordinating with the different vendors for the new setup of IPSEC VPN Tunnel and troubleshooting existing VPN tunnel issues.
  + Integration of firewall with Panorama.
  + HA configuration of firewall.
  + Upgradation and down-gradation of firewalls.
  + Proficient in configuring security profiles including wildfire, URL filtering, Antivirus, Zone Protection, and DoS Protection to fortify network defenses. Experienced in tailoring these profiles to meet specific organizational needs while ensuring comprehensive threat prevention and mitigation strategies.
  + Good experience in troubleshooting various critical issues.
  + Maintained strict adherence to migration and operation plans, ensuring seamless execution and uninterrupted user experience. Proactively identified and resolved any deviations to uphold project integrity and client satisfaction.

### Zscaler Scope

* + Deployment and management of Zscaler app connectors including underlying Azure connectivity and controls.
  + Creation of local admin account for ZIA and ZPA.
  + Configuration of GRE/IPSEC Tunnels for remote sites ensuring minimum latency and maximum throughput to users accessing internet services via Zscaler internet access.
  + Configuration of URL category for each service based on the requests, URL Policies, firewall policies, SSL Inspection policies for internal and public sites and services.
  + Deploy, configure and test ZPA app connectors within (Azure) cloud.
  + Maintenance of App connector versions, Client connector versions updated and free of any vulnerabilities.
  + Deploy, configure, and test Application segment, Access policies and client forwarding policies, user and device Authentication.
  + Creating GRE tunnels from remote site firewall to Zscaler public service edge allowing internet access through Zscaler tunnels for office users.
  + Adhere to Zscaler Security Policies using Advance Threat Protection, Malware protection, Cloud App and URL control in ZIA.
  + Demonstrated proficiency in configuring authentication via Okta (SAML 2.0) and TLS/SSL Interception on Zscaler cloud ZIA, ensuring secure and seamless access for users.
  + Developed forward policy and app profile configurations on Zscaler to address customer concerns regarding internet speed and application slowness experienced with the Zscaler client Connector
  + Customized PAC files to swiftly address customer issues encountered on Zscaler Internet Access, ensuring seamless internet connectivity tailored to their needs.
  + Proactively blocked malicious IPs on Zscaler upon notification by SOC and identification as threats by client
  + Devised and executed strategies to bypass Zscaler filtering and crafted forwarding policies tailored to specific requirements, addressing instances where URLs were blocked by Zscaler. These proactive measures optimized network functionality and ensured uninterrupted access to essential resources, contributing to enhanced operational efficiency and user satisfaction.

### Network Activity

* Troubleshooting routing (WAN links, neighbor’s stability, routing protocols) and switching issues.
* Contacted respective service provider, Local IP engineers for relevant network checks, providing them entire network details.
* Dealt with user reported network issue.
* Troubleshooting issue like site-down, link flaps, slow response, high utilization and packet drops.
* Conducting root cause analysis on network incident.
* Providing remote access to Cisco Devices through Telnet &SSH Responsible for modifying services as per the customer request.
* Ceasing of the services after tenure completion, keeping site or devices under maintenance, stopping management traffic temporarily.
* Attended regular meetings with relevant technical teams, discussing technical issue.
* Overseeing Data Center operations across 15 international sites, including vigilant monitoring of router and switch alerts.
* Managed router and switch administration for peak network performance and security, conducting regular maintenance and backups via HPNA Tool.
* Implemented VLAN configurations on Cisco switches in alignment with service requests for third-party devices
* Expertly configured over 200 Cisco Access Points, overseeing the process from switch-level configuration to seamless integration with the Cisco Wireless Controller. Implemented site tagging for efficient management and organization of access points within the network infrastructure.
* Performed daily troubleshooting tasks by meticulously analyzing user MAC addresses and conducting thorough checks on the Cisco Wireless Controller. This proactive approach ensured swift resolution of any network issues, maintaining optimal performance and user satisfaction.
* Monitored and maintained wireless network health, troubleshooting connectivity issues and implementing corrective measures as needed.
* Managed IP reservation and MAC binding in DHCP server infrastructure to align with service requests, ensuring consistent connectivity, adherence to network policies, and enhanced security/stability while optimizing network management efficiency.
* Presented network changes at CAB meetings, effectively communicating proposed modifications, their benefits, and alignment with organizational objectives. Facilitated collaborative discussions, addressing concerns, gathering feedback, and obtaining approvals for seamless implementation of network enhancements."
* Coordinates activities with other system areas and vendors, and deals with network security systems planning, upgrading, monitoring, testing, and servicing.

# Key Achievements

* TechStar Award, High Five Award, Client Delivery Award, ACE Awards
* Got Promoted in just 14 Month from Associate to Analyst by Clearing Techleap Exam
* Technical Change approver on tool For Major and Minor Change in Tool in a time span of 2 year.
* Got Promoted to the level of Subject Matter Expert of Zscaler in just time span of 3 year.

# ACADEMIC QUALIFICATION

# Bachelor of Technology [Computer science] - 7.4 CGPA

* Ramkrishna Mahato Govt Engineering College

**Language**

## English

-Proficient

## Hindi

-Proficient